



Contact your Organization ISO Representative if you have any questions.

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Visit the MSFC ISO 9000 Home Page at:
<http://iso9000.msfc.nasa.gov:9001/index.html>

ISO 9001 REGISTRATION MAINTENANCE GUIDE



MSFC Quality Policy

MSFC policy is to provide quality products and services to our customers through the Marshall values: people, customers, excellence, teamwork and innovation.

Quality Objectives

Quality objectives are developed based on the MSFC quality policy and should be measurable. Quality objectives, including those needed to meet requirements for product, are established at relevant functions and levels within the organization.

Additional objectives used to assess the health of the MMS and to identify opportunities for improvement include:

- Satisfy our customers with our products and services
- Continually improve our processes
- Detect nonconformances and take corrective action
- Improve corrective action response time
- Provide a continuously learning workforce

Last Revised: 10/11/01

Marshall Management System (MMS)

The MMS is the system that implements NASA and MSFC policy and procedures. The MMS is registered to ISO 9001.

Marshall Integrated Document Library (MIDL)

- NASA Standards and Procedures
- MSFC Standards and Procedures
- Organizational Issuances
- Program/Project Documents
- Charters
- NASA & MSFC Forms

ISO 9001

The requirements of the 20 elements of ISO 9001:1994 have been implemented through the Marshall Management System (MMS). The documentation of the MMS can be located in the Marshall Integrated Document Library (MIDL).

The MMS is how we do business at MSFC.

A revision of ISO 9001 was approved in December, 2000. The 2000 revision is sometimes referred as ISO 9001:2000 or ISO 9k:2k. This revision is considered an enhancement, not a major revision.

The look is different. The 20 elements will not be identified in the same way as we know them today; however, the requirements still exist. The requirements are still located in the existing procedures within the MMS.

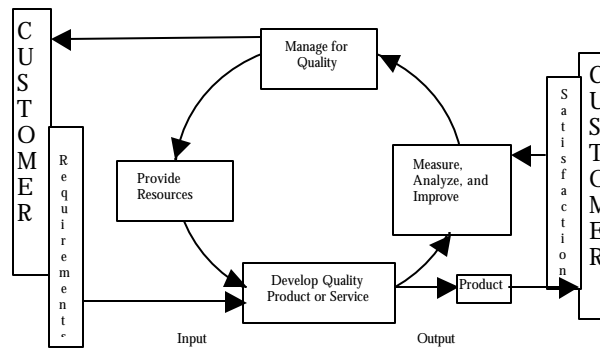
No procedure numbers have changed. Minor changes have been made to the procedures, as necessary, and these changes have taken place over the last several months.

The two largest changes in ISO 9k:2k are new requirements for "Customer Satisfaction" and "Continual Improvement." New directives have been generated to address these areas.

The 8 clauses of the ISO 9k:2k standard are based on a process approach:

- 1 Scope
- 2 Normative References
- 3 Definitions
- 4 Quality Management System
- 5 Management Responsibility
- 6 Resource Management
- 7 Product Realization
- 8 Measurement, Analysis and Improvement

MMS Process Model



EACH EMPLOYEE SHOULD:

- Know MSFC's Quality Policy.
- Know your ISO Management Representative - To be announced.
- Know your job responsibilities.
- Know what work instructions apply to your job and where they are located.
- Know how to access the Marshall Integrated Document Library (MIDL)
- Know what to do if you find products or services that are nonconforming and how to use the corrective action system.
- Know who your MMS Organization representative is and contact them if you have any question on the MMS.
- Know the quality objectives and metrics related to your job
- Know how our processes are continually improved
- Know your customer and how to provide customer feedback to MSFC Management
- Be prepared for Internal and External Audits

ISO REGISTRATION AUDIT SCHEDULE:

- Aug. '01 - Surveillance Audit & Pre-Assessment Audit to New Scope and ISO 9001 revision 2000*
- Nov. '01 - Registration Audit to New Scope and ISO 9001 revision 2000*

MSFC's Scope of ISO Registration was expanded to include all activities at MSFC in May 2000. In the meantime, the New Scope will be implemented and audited as procedures and instructions are developed and released. Details will be forthcoming in future documentation revisions. For more information, contact your Organization ISO Representative (listed on the back page).